RESUME

**Rishabh**

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**OBJECTIVE**

To work hard with a purpose in competitive and challenging environment. Where I blend my skills and knowledge order to achieve organizational and personal goals.

# CAREER PROFILE

* Currently as Shipping Coordinator with Cargo Mar Group- Freight & Forwarders : Sea Freight

From March 2013 to May 2014 ,New Delhi, India

General Duties :

* Receiving telephone request for quotations, service enquiries and changes, adjustments and cancellations, direct from customers and agents.
* Prepares paperwork (e.g. ports and customs, freight related documents, etc.) to issue debit and credit notes, as appropriate.
* Freight Bookings
* Follows-up on enquiries of scheduled shipments   
  Ensures control on deliveries of scheduled shipments
* Generating new business through cold calling
* Maintaining computer records and posts activities, as appropriate
* Outdoor sales, Focus market  
  Handle Documentation  
  Freight collection  
  Freight payment  
  Meet minimum revenue target
* Worked As a Coordinating officer (local purchase & exports) for Dynasty India Pvt Ltd.(Dec 2011-Jan 2013) –New Delhi, India

# General Tasks & Responsibilities: -

* Primarily performing General administrative tasks & operations
* Making Purchase order reports through system.
* Maintaining Production operations and reports. Preparing customers quotations, Job orders, purchase orders, invoice and delivery note.
* Looking after general logistics.
* Sales and after sales coordination’s
* Payment follow ups
* Inform if any additional information required or if some information is missing  
  • Handling of inspection requests as per CO operational guidelines and time schedules

• Scheduling inspections (incl. obtaining quotations)  
• Inform the exporter about the testing (charges and the laboratory details)  
• Respond to queries & contact with suppliers, inspection site and exporters  
• Responding and liaising with inspectors  
• Coordinate inter-office Inspection requests  
• Verify inspection report, and perform Inspection completion.   
• Follow up on late inspections   
• Follow up on discrepancies and entries. Sending reminders to the exporters/importers   
• Co-ordinate with the Program Management for clarification on discrepancy observed

* + Meetings / Customer Service   
    • Attend meetings with exporters, agents, manufacturers, trade bodies etc. as required.  
    • Submit the minutes of the meeting to the department Manager.  
    • Review, access and analyze complaints of clients/ exporters/ importers, if any and take

remedial action to ensure customer satisfaction.  
• Contact and regain lost clients  
• Look out for new business opportunities  
• Maintain business relationship with existing clients

Telemarketing for client acquisition

* Worked with SAAR IT Technologies March 2011 to Oct 2011 as Customer Support Executive, Mumbai

# SUMMARY OF SKILLS:

* Performed general office duties and administrative, IT & hardware tasks
* Detail-oriented, multi-tasked with strong organizational abilities.
* Work effectively independently or as a part of a team.
* Self-motivated and able to work under tight deadlines.
* Effective communication and interpersonal skills.
* Hard working and attentive to details.
* General administrative and Office coordination knowledge with full time experience
* Good Analytical Skills, Customer Service

**AREAS OF INTEREST: -**Interested in achieving Extensive experience computer networking applications/administrative tasks, acting with knowledge of commercial international trade criteria’s together with having performed routine activities using Microsoft Office (Word, Excel, PowerPoint, Outlook) and Internet explorer and other to my full knowledge

**-**Also to achieve active and useful resource position in organization’s management and be a long term part of it by using extensive skills and capabilities.

**-**Exploring about latest export and international trade information which will me help grow in my career functions.

# ACADEMIC QUALIFICATION

Secondary School Certificate Kendriya Vidyalaya **CBSE** Board INDIA2003

Higher Secondary Certificate Soneylal Patel **CBSE** Board INDIA-2005 Bachelors Of Computer Applications (B.C.A) DAMS, INDIA-2011

Masters in Business administration (M.B.A) GBTU University (65% in aggregate) Lucknow, India 2012-2014

-**Special Subjects- International Business& Information Technology,**

# COMPUTER / LANGUAGE SKILLS

NIIT certification of proficiency in Microsoft Office 2007

NIIT certification in Microsoft Certified application developer using Visual Basic, .NET, HTML Knowledge of Computer languages like C, C++ JAVA, Hardware Networking, Web

Development.

**References : To be furnished if required**

**PERSONAL DETAILS**

**Gender :** Male

**Date of Birth :** 20th Sept 1987

**Nationality :** Indian